Polycom IP331 Phone
Owner's Manual V.3

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1 Introduction

Congratulations on purchasing the Hosted PBX phone system and service. You will now be able to share your phone connection between fixed & wireless handsets and across multiple locations using the latest in 'Voice over IP' services.

This User Guide will show you how to setup and use your new Hosted PBX phone system and service.

IMPORTANT SAFETY AND CONFORMANCE INFORMATION FOR IP PBX BASE UNIT AND DESKPHONES

Conformance

This equipment is designed for use in the United States.
This equipment complies with the following standards:
FCC Part 15, Subparts B, C, D
FCC Part 68
UL60950
Analog extension ports: TNV3
CO port: TNV3
ADSL port: TNV3
Power fail port TNV3
LAN/WAN ports SELV

Important Safety instructions

The following safety information is reprinted from IEC60950.

- When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:
- Read and understand all instructions.
- Follow all warnings and instructions marked on the product.
- Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
- Do not use this product near water (for example, in a wet basement).
- Do not place this product on an unstable cart, stand, or table. The product can fall, causing serious damage to the product.
- Slots and openings in the cabinet and the back or bottom are provided for ventilation, to protect it from overheating; these

openings must not be blocked or covered. This product should never be placed near or over a radiator or heat register. This product should not be placed in a built-in installation unless proper ventilation is provided.

- This product should be operated only from the type of power source indicated in the manual. If you are not sure of the type of power source to your building, consult your dealer or local Power Company.
- The power socket outlet must be located near the product and must be easily accessible to allow plugging/unplugging.
- Do not allow anything to rest on the power cord. Do not locate this product where persons walking on it will abuse the cord.
- Do not use an extension cord with this product's AC power cord. The AC outlet for this product should not be used for any other electrical equipment.
- Never push objects of any kind into this product through cabinetslots as they can touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on the product.
- To reduce the risk of electric shock, do not disassemble this product, but take it to a qualified serviceman when some service or repair work is required. Opening or removing covers can expose you to dangerous voltages or other risks. Incorrect re-assembly can cause electric shock when the product is subsequently used.
- Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
  - When the power supply cord or plug is damaged or frayed.
  - If liquid has been spilled into the product.
  - If the product has been exposed to rain or water. - If the product does not operate normally by following the operating instructions.
  - Adjust only those controls that are covered by the operating instructions because improper adjustment of other controls can result in damage and will often require extensive work by a qualified technician to restore the product to normal operation. - If the product has been dropped or the cabinet has been damaged.
  - If the product exhibits a distinct change in performance.
- Avoid using a telephone during an electrical storm. There can be a remote risk of electric shock from lightning.
- Do not use the telephone to report a gas leak in the vicinity of the leak.

CAUTION

Use only 26 AWG line cord or larger for Central Office line connections.

FCC Information

This equipment complies with Part 68 of the FCC rules and the requirements adopted by ACTA.
A FCC compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack that is Part 68 compliant. See Installation Instructions for details.
The REN is used to determine the quantity of devices that may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. Typically, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line (as determined by the total RENs) contact the local Telephone Company.
If this system causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the Telephone Company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.
The Telephone Company may make changes to it's facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the Telephone Company will provide advance notice so you can make the necessary modifications to maintain uninterrupted service. If the equipment is causing harm to the telephone network, the Telephone Company may request that you disconnect the equipment until the problem is resolved.
Connection to party line service is subject to state tariffs. (Contact the state public utility commission, public service commission or corporation commission for information.)
This equipment is hearing aid compatible.

Customer Owned Coin/Credit Card Phones

To comply with state tariffs, the Telephone Company must be given notification prior to connection. In some states, the state public utility commission, public service commission or corporation commission must give prior approval of connection.

Data Equipment

The table below shows which jacks are associated with which modes of operation:

Mode of Operation	USOC Jack
Permissive	RJ11C

Systems
Facility Interface Codes (FIC), Service Order Codes (SOC), USOC Jack Codes and Ringer Equivalence Numbers (REN) are shown in the table below for each port where applicable:

Port	FIC	SOC	USOC	REN
Line 1	02LS2	9.0Y	RJ11C	0.1B
Line 2	02LS2	9.0Y	RJ11C	0.1B
Line 3	02LS2	9.0Y	RJ11C	0.1B
Phone	02LS2	9.0Y	RJ11C	0.1B

Automatic Dialers
WHEN PROGRAMMING EMERGENCY NUMBERS AND (OR) MAKING TEST CALLS TO EMERGENCY NUMBERS:

1. Remain on the line and briefly explain to the dispatcher the reason for the call.
2. Perform such activities in the off-peak hours, such as early morning or late evenings.

Toll Restriction and Least Cost Routing Equipment The software contained in Hosted PBX phone system to allow user access to the network must be upgraded to recognize newly established network area codes and exchange codes as they are placed into service.
Failure to upgrade the premises systems or peripheral equipment to recognize the new codes as they are established will restrict the customer and the customer's employees from gaining access to the network and to these codes.

Equal Access Requirements
This equipment is capable of providing users access to interstate providers of operator services through the use of access codes. Modification of this equipment by call aggregators to block access dialing codes is a violation of the Telephone Operator Consumers Act of 1990.

Electrical Safety Advisory
It is strongly suggested that an AC surge arrestor be installed in the AC outlet to which this equipment is connected.

Radio Interference
This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment

generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

RF Radiation Exposure

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 8 inches (20 centimeters) between the radiator and your body.
This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

Modifications

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. There are no user-serviceable parts or adjustments inside this equipment - please do not open the equipment case.

IMPORTANT SAFETY AND CONFORMANCE INFORMATION FOR VERTICAL CORDLESS TRANSMITTER AND CORDLESS PHONES

FCC Information

This equipment complies with Part 15 of the FCC rules and Part 68 of the FCC rules, and the requirements adopted by the Administrative Council for Terminal Attachments (ACTA). Located on the equipment is a label that contains, among other information, the FCC registration number, and the ringer equivalence number (REN). If requested, this information must be provided to the telephone company. The REN is used to determine the number of devices which may be connected to the telephone line. Excessive RENs on the telephone line may result in devices not ringing in response to an incoming call. In most, but not all areas, the sum of the RENs should not exceed five (5.0). To ascertain the number of devices that may be connected to the line, as determined by the total RENs, contact the telephone company to determine the maximum REN for the calling area.

This equipment cannot be used on the telephone companyprovided coin service. Connection to Party Line Service is subject to State Tariffs. If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If such advance notice is not practicable, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe this is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice to enable you to make the necessary modifications in order to maintain uninterrupted service. If the trouble is causing harm to the telephone network, the telephone company may request you to disconnect the equipment from the network until the problem is resolved.

This equipment uses the following USOC jacks: RJ11C.

It is recommended that the customer install an AC surge arrester in the AC outlet to which this device is connected. This is to avoid damage to the equipment caused by local strikes of lightening and other electrical surges.

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Consumer Information

1. This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the back of this equipment is a label that contains, among other information, a product identifier in the format US:T7HCT8010. If requested, this number must be provided to the telephone company.
2. An applicable certification jacks Universal Service Order Codes (USOC) for the equipment is provided (i.e., RJ11C) in the packaging with each piece of approved terminal equipment.
3. A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA.
4. The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company.

Additional FCC Information

1. If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.
2. The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.
3. Should you experience trouble with this equipment, please contact your Service Provider for repair or warranty information. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.
4. Please follow instructions for repairing if any (e.g. battery replacement section); otherwise do not alternate or repair any parts of device except specified.
5. Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.
6. NOTICE: If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this

   1.9GHz DECT Product for VoIP and PSTN does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.
7. This equipment is hearing aid compatible.

NOTICE: According to telephone company reports, AC electrical surges, typically resulting from lightning strikes, are very destructive to telephone equipment connected to AC power sources. To minimize damage from these types of surges, a surge arrestor is recommended.

Applicable for Coin or Pay Phone Only

To comply with state tariffs, the telephone company must be given notification prior to connection for customer-owned coin or credit card phone. In some states, the state public utility commission, public service commission or corporation commission must give prior approval of connection.

Important Safety Information

Charge the battery or handset only in combination with CP2002 Charger and the SALOM SSW-1444US adapter that comes with the product. Plug the SALOM SSW-1444US AC/DC adaptor in a wall outlet socket near the equipment for easy access/removal of the AC/DC adaptor.

Important Battery Information

This product uses rechargeable Lithium-ion batteries 3.7V, 650mAh. Only use batteries that come with the handset or dedicated spare batteries marked with “Battery Pack 3.7V 650mAh Li-ion”. Do not use any other type, since this may present a risk of leakage, fire, explosion or other hazardous situation. For battery replacement or removal please remove the battery cover of the handset. Never disassemble, customize or short-circuit batteries. Do not place battery in fire or heat the battery. Charge the battery or handset only in combination with CP2002 Charger and the SALOM SSW-1444US adapter that comes with the product.

Sensitive Electronic Environment

Any radio-based equipment can potentially cause interference with other equipment and can be interfered from other equipment. This also applies for DECT equipment. However due to the very low transmission power level the chances for interference are very small. Research proves that operational DECT phones normally don’t influence electronic equipment however some precautions must be taken into account for sensitive electronic equipment e.g. sensitive laboratory equipment. When DECT phones operate in straight nearness of sensitive electronic equipment incidental influence can appear. You are advised not to place the DECT phone on or close (less than 10cm) to this kind of equipment, even in standby mode. Please also use the other documentation supplied with the various parts of your telephone system.

Product Disposal Information

Disposal of electrical and electronic products in countries outside the European Union should be done in line with the local regulations. If no arrangement has been made with Vertical Communications or your supplier, please contact the local authorities for further information.

Battery Disposal Information

Defect or exhausted batteries should never be disposed of as municipal waste. Return old batteries to the battery supplier, a licensed battery dealer or a designated collection facility. Do not incinerate batteries.

Regulatory Information

Interference Information:

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a

residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help. WARNING: Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. Privacy of communications may not be ensured when using this phone.

Exposure to Radio Frequency (RF) Signals:
This wireless phone is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission (FCC) of the U.S. Government. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on the safety standards previously set by both U.S. and international standards bodies. These standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health. This device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter.
This product has been shown to be capable of compliance for localized specific absorption rate (SAR) for uncontrolled environment/general population exposure limits specified in ANSI/IEEE Std. C95.1-1992 and had been tested in accordance with the measurement procedures specified in FCC/OET Bulletin 65 Supplement C (2001) and IEEE 1528-2003" .

CAUTION: To maintain the compliance with the FCC's RF exposure guideline, place the base unit at least 20 cm from nearby persons. For body worn operation, this handset has also been tested and meets the FCC RF exposure guideline when used with the Vertical belt clip supplied for this product. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

Hearing Aid Compatibility (HAC/VC):

This handset meets the FCC standard for Hearing Aid Compatibility.

FCC Identifier:	ELIRTX3080
Name of Grantee:	RTX America Inc.
Date Granted:	9/23/05
Grant Number:	R0508295-4
Equipment Class:	Part 15 Unlicensed PCS portable Tx held to ear
Notes:	RTX3080.32
FCC Rule Parts:	15D
Frequency Range:	1921.54-1928.45MHz
UL Identifier:	E253011-A4-UL-1
Date Granted:	11/15/05

Notational conventions

Acronyms are defined the first time they appear in the text. The term LAN refers to a group of Ethernet-connected computers at one site.

Typographical conventions

Italic text is used for items you select from menus and drop-down lists and the names of displayed web pages.
Bold text is used for text strings that you type when prompted by the program, and to emphasize important points.

Special messages

This document uses the following icons to draw your attention to specific instructions or explanations.

Note *Provides clarifying or non-essential information on the current topic.*

Definition *Explains terms or acronyms that may be unfamiliar to many readers. These terms are also included in the Glossary.*

WARNING *Provides messages of high importance, including messages relating to personal safety or system integrity.*

Basic Requirements

The Hosted PBX phone system is designed to use your existing broadband data connection as well as the existing data wiring in your office. Where you don't have data wiring, you may use the optional Wireless Transmitter and Wireless Adapters to connect Desk Phones wirelessly.

In order to use all the features of the Hosted PBX phone system and service, you must have the following:

- Broadband Internet access
- At least one free port on your router or modem/router
- Your router must be set to DHCP

2 Getting to know your Hosted PBX system

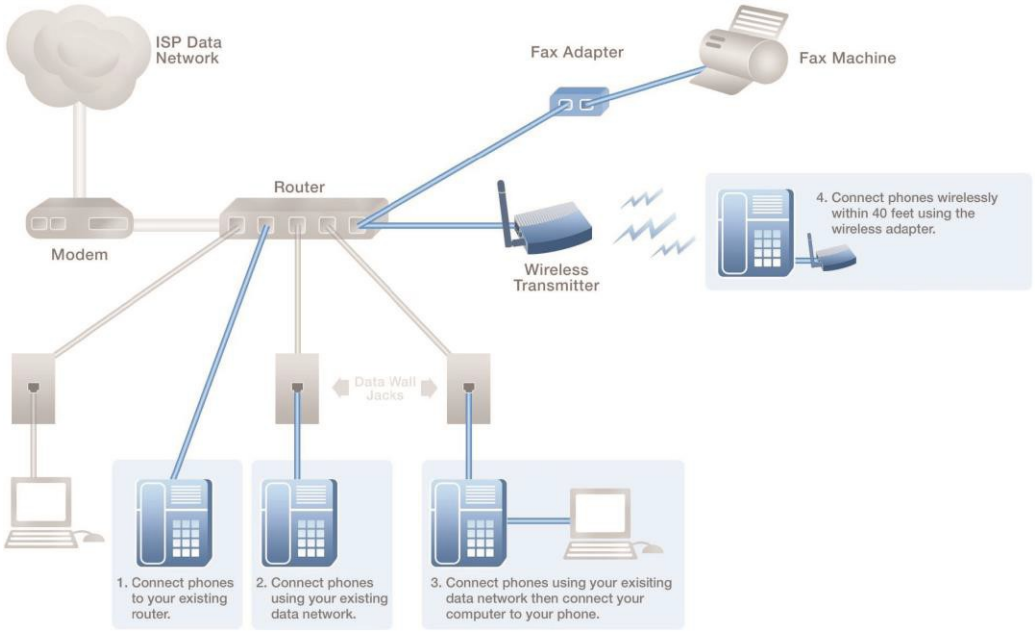
Before you Begin Your Installation

The Hosted PBX phone system is designed to use your existing broadband data connection as well as the existing data wiring in your office. Where you don't have data wiring, you may use the optional Wireless Transmitter and Wireless Adapters to connect Desk Phones wirelessly. In order to begin using your new phone system and service, you need to perform the following steps:

1. Make sure you have received all of your phones and optional equipment
2. Go to https://cp.serverdata.net. Enter your login name and password to the Control Panel
3. Activate your phone lines
4. Install your phones and optional equipment

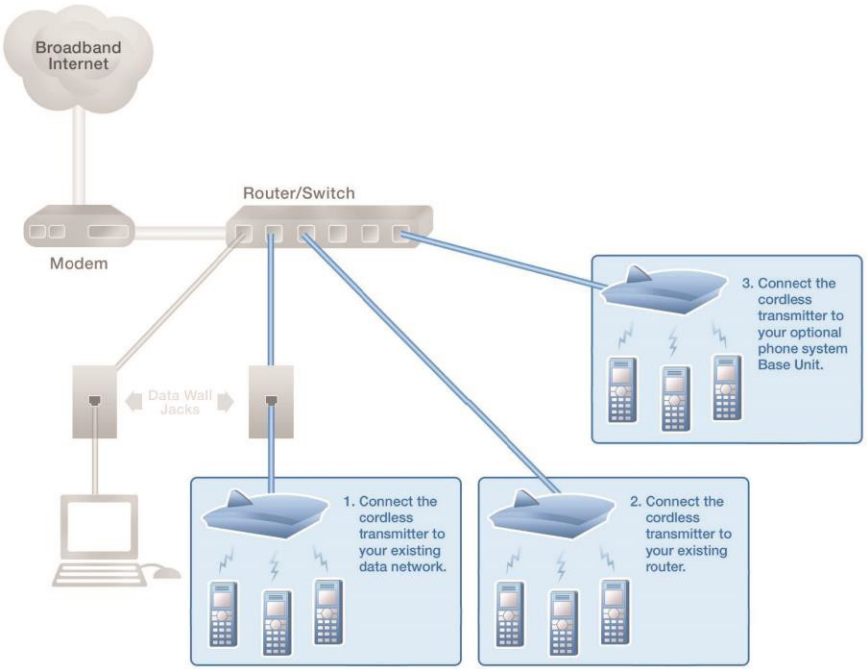
You have several options regarding how to setup your new phone system. How you choose to install your phone system will depend on your existing data network and the phones and optional equipment you have purchased. The diagrams below describes options for setting up the phone system.
Standard Setup Options:

This diagram depicts your setup options. By purchasing the optional Wireless Transmitter and Wireless Adapters you may also connect Desk Phones wirelessly.


ISP Data Network
Fax Adapter
Fax Machine
Router
Modem
Wireless Transmitter
4. Connect phones wirelessly within 40 feet using the wireless adapter.
Data Wall Jacks
1. Connect phones to your existing router.
2. Connect phones using your existing data network.
3. Connect phones using your exisiting data network then connect your computer to your phone.

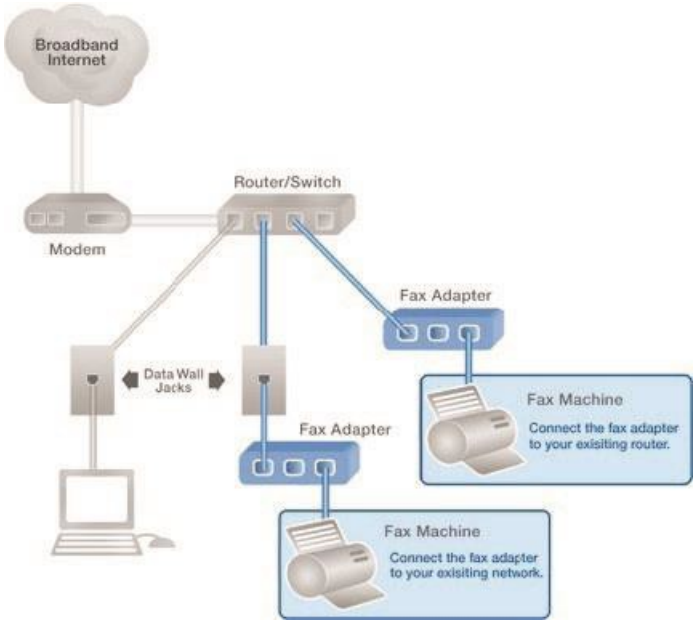
Cordless Phones:

This diagram depicts the setup options for Cordless Phones. Cordless phones can be used in conjunction with Desk Phones or they can be installed stand-alone.

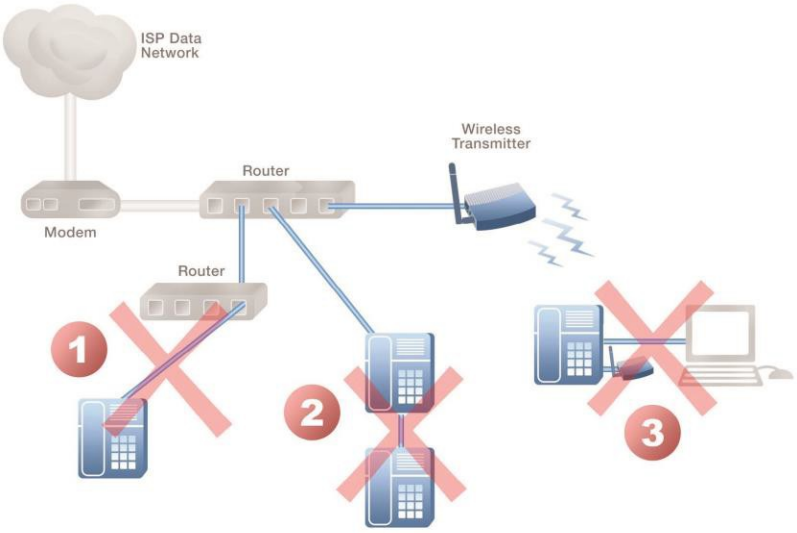

Broadband Internet
Router/Switch
Modem
Data Wall Jacks
3. Connect the cordless transmitter to your optional phone system Base Unit.
1. Connect the cordless transmitter to your existing data network.
2. Connect the cordless transmitter to your existing router.

Fax Adapter:

This diagram depicts the setup options for the Fax Adapter. The Fax Adapter allows you to use your existing fax machine with the Hosted PBX service.



Setup Options that are not supported
The following setup options ARE NOT supported:



1. Connecting a phone through multiple routers
2. Connecting one phone to another
3. Connecting a phone wirelessly and then connecting a PC

Assigning Extension Numbers and Phone Numbers to Phones

Each phone is assigned an extension and a phone number. Packing list includes a list of your phones and their associated phone numbers and extension. You should have also received and

email from us with the phone numbers and extensions associated with each enhanced services such as an Auto Attendant or WebFax. You may also log into your Control Panel at https://cp.serverdata.net to view a list of your phone numbers and extensions.

3 Installing your Hosted PBX Phone System

Installing Desk Phones

Desk Phones can be installed in the following ways

- You may connect Desk Phones Wirelessly to the Optional Wireless Transmitter and Optional Wireless Adapters
- You may connect Desk Phones to your existing router
- You may connect Desk Phones to any data wall jack on your existing network
- You may connect a Desk Phone to a wall jack or router then connect a PC to the Desk Phone.

1. Assemble the Desk Phones

   Use the included coiled handset cord and connect one end into the base of the handset and the other end into the handset port on the side of the phone labeled (there is a handset port and a headset port)

2. Connect the Desk Phone

For your convenience, you have four options to connect your Desk Phones. You may use any or all of them

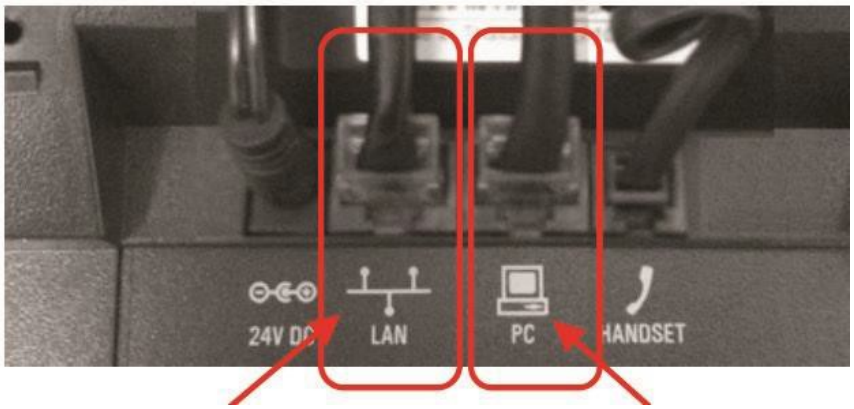
Option 1: Connect Desk Phones using your existing data network

Use the included phone cord and connect one end into the port on the back of the phone labeled and connect the other end into any data port on your network (router, switch or wall jack).

To your router or wall jack

Option 2: Connect Desk phones using your existing data network then connect the phones to your computer

If you already have a computer using a wall data jack or router/switch port,unplug the computer from the network, then connect the phone using the steps in Option 1. Plug your computer into the port on the back of the phone labeled



To your router or wall jack

To your PC

Option 3: Connect phones wirelessly within 40' using the Wireless Adapter

Installing Wireless Transmitter

The wireless adapter allows a desk phone to be used without a cord connecting it to the Wireless Transmitter. The range of the wireless adapter is 40 feet from the Wireless Transmitter.

The wireless adaptor has its own power supply. Plug the phone's power cord into the short "power in" cord on the wireless adapter and then into the wall outlet. Then,

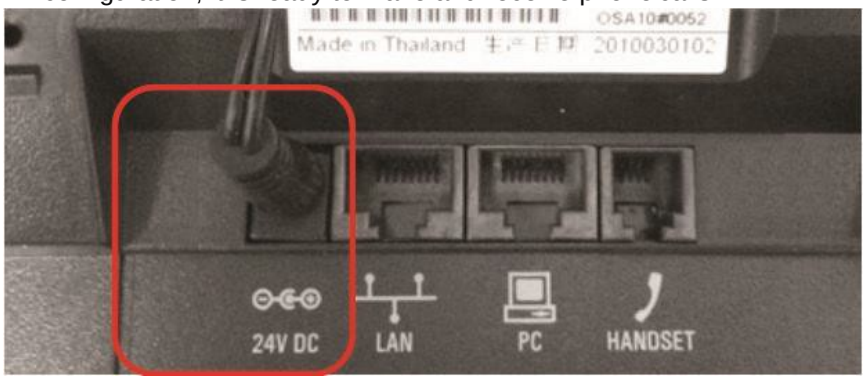
1. Plug the included LAN cable into the Wireless Adapter
2. Plug the other end of the LAN cable into the back of the phone using the port.
3. Plug the Wireless Adapter long power cord into an outlet

Note

To avoid interference or static on the phone, place the Wireless Adapter away from the phone as shown.

3. Connect Power to the Desk Phone

Use the included power cord and plug one end into the back of the phone and the other end into the wall outlet. The phone will indicate that it is configuring itself. Once the phone has finished its configuration, it is ready to make and receive phone calls.



Setting up the Base

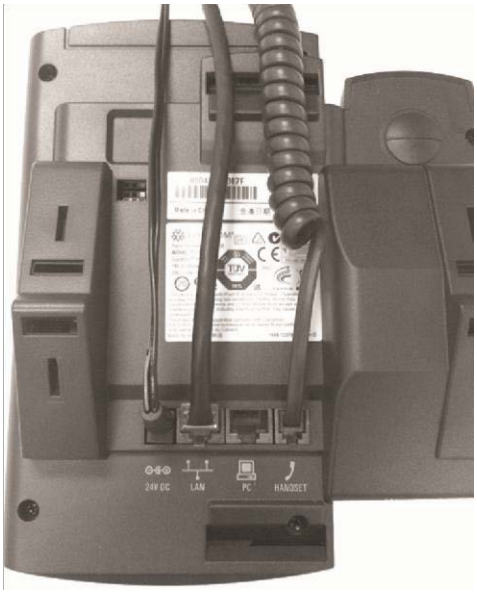
Before using the Desk Phone, you must attach the base. The base has two pins: one that retracts and one that is stationary. These pins attach the base to the phone. Attaching the Base

Attach the phone base to the phone in one of the following ways:

- As a desk mount
- As a wall mount

To attach the base as a desk mount:

1. Place all cords in the recessed area above the modular jacks.

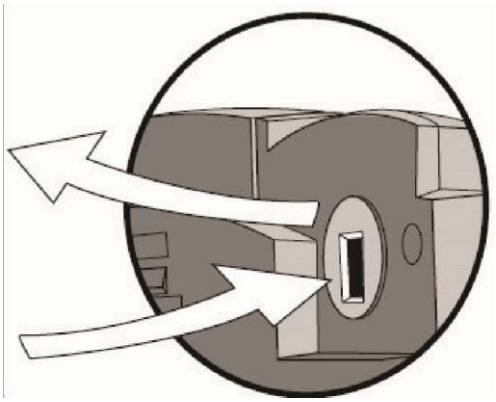


2. Align the protrusions on the bracket with their corresponding holes in the phone.

3. Snap them together to lock the bracket to the phone.

To attach the base as a wall mount:

1. Place all cords in the recessed area below the modular jacks.
2. On the back of the phone, remove the key located behind the hook switch and reposition it so that the end tab (at a 450 angle) is facing up

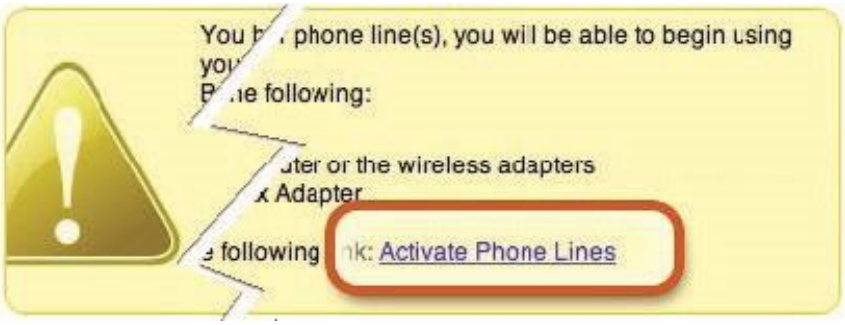


3. Using wall anchors (not included), fasten the base stand with the mounting tab facing up.
4. Align the base stand tabs with their corresponding insertion points on the phone, and then snap the phone into place (as shown).

Activating the Service

Before you can make or receive calls, you need to activate your phone line(s). This also activates the billing for your phone line(s). To activate your phone line(s):

1. Go to https://cp.serverdata.net and enter your Control Panel login name and password.
2. On the 1st screen, click “Activate Phone Lines” button.



NOTE- You will activate all of your lines at once, so if there is no “Activate Lines” button, then you have already activated the lines.

4 Using Your Hosted PBX phone system

System Description

- The Hosted PBX phone system supports up to 100 phones
- You can have as few as one phone at an address
- Through your Control Panel, you can view information and make changes to phone system

Getting Started

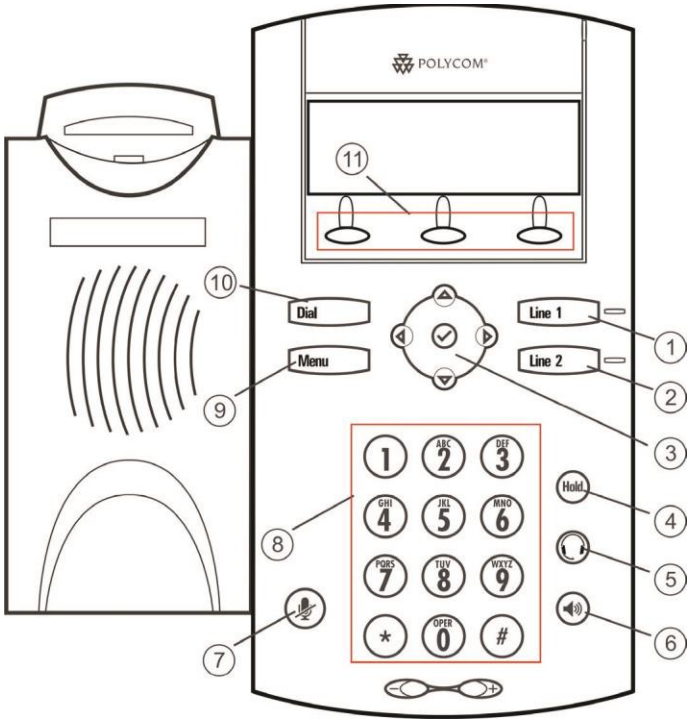
This section of your Owner’s Manual is your guide to using the Hosted PBX phone system and its features. It also explains how to program system settings for your Desk Phones.

Polycom 2-Line Desk Phone

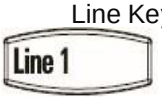
Introduction to your Polycom 2-Line Desk Phone
The 2- Line Desk Phone is a fully-featured business phone with a host of useful features designed to make your business communications more efficient.

It features a 3-line display that contains prompts and menus with selectable options. This unique menu-driven interface makes the system simple to use, and no codes are needed to program and activate features.

Some system settings are programmed through your Control Panel website while others are programmed through the phone.



No	Part Name	Description of function
1	Message Waiting Indicator	This will alert you to voice and text (instant) messages.
2	Line Icons	Use these keys to activate up to lines that can be assigned to your phone. The associated icons represent: -Registered line -Registered shared line -Unregistered line -Voicemail -Speed-Dial -Ringing -Call in progress/Conference -Call Forwarded
3	Soft Keys	The screen will display labels for these keys, to identify their context-sensitive functions

4	Line Indicators	The LED's indicate the following: - Solid green-An active call is in progress. - Fast flashing green-There is an Incoming (ringing) call. -Flashing red-The call is on hold.
5	Line Keys  and 	Activate up to two lines that can be assigned to your phone.
6	Hold 	Holds an active call or resumes a held call.
7	Headset 	Allows you to place and receive calls through an optionally connected headset.
8	Speakerphone 	Allows for hands-free communication during calls.
9	Hands-free Microphone -	Picks up audio during hands-free calls. Place your phone on a hard, flat surface for best results.
10	Volume Keys 	Adjusts the volume of the handset, headset, speaker, and ringer.
11	Microphone Mute 	Mutes local audio during calls.
12	Dial Pad	Provides the 10 digits, alphabetic characters, and special characters available in context-sensitive applications.
13	Feature Keys	Access important features using these keys.
	 	Dials phone numbers or allows you to view the placed call list.
	 	Accesses local (your phone) and call server features

14	Navigation keys and (	Use arrow keys to scroll through the displayed information.
4		Use (the Select key) to select a field of displayed data or enter edit mode for some settings.
15	Speaker	For ringer and hands-free audio output.
16	Hookswitch	
17	Graphic Display	Shows information about calls, messages, soft keys, time, date, and other relevant data.

Answering Calls

When you are not in another call, you can answer a call in three basic ways using your Desk Phone

- Using the handset
- Using the speakerphone
- Using the headset

Answering When Not in Another Call

In all cases, the active call will appear on the graphic display showing call duration and destination.

To answer a call using the handset

Pick up the handset.

To answer a call using Hands-Free Speakerphone mode:
Do one of the following steps:

Press .

With the handset on-hook, press

opposite the

incoming call (where the line status indicator is flashing green).

Press the **Answer** soft key.
To answer a call using the headset:

Press to answer the call through an optionally connected headset.

If Headset Memory Mode is activated, press

or the Answer soft key.

Handling Multiple Calls

You can make or receive two simultaneous phone calls on your Desk Phone. These can be two different phone calls or the calls can be joined in a conference. If you are on a call and have another call on hold, or you are on a conference with two callers, the third call will be sent to your voicemail box.

Answering When in Another Call

1. Press

to place the original call on hold.

2. Press to access the new call.

   Soft key labels are updated on the display showing **Ignore**, **Answer**, and **Reject**.

3. Answer the incoming call.
   This places the original call on hold and refreshes the soft key labels.

   OR

   Do one of the following steps:

   Answer the call by pressing

or

   associated with the second incoming call.
   The first call is put on hold and the second call is answered.

Managing Incoming Calls

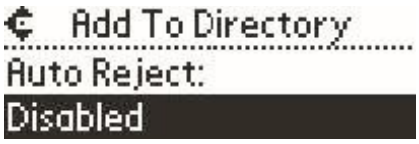
You can distinguish incoming calls from contacts in your directory by sending them directly to your voice mail, or by transferring them directly to another party.

Rejecting Calls

You can customize your phone so that incoming calls from a particular party are immediately sent to your voice mail**.**

To send incoming calls from a particular contact directly to voice mail:

1. Press the **Dir** soft key.
2. Use and to scroll through the list to find the contact.
3. Press to select the entry.
4. Press the **Edit** soft key.
5. Press repeatedly until the Auto Reject field is displayed.

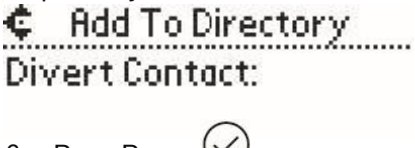


6. Press , and then to change between Disabled and Enabled.
7. Press the **Ok** or **Cancel** soft keys to accept or cancel changes.
8. Press repeatedly to return to the idle display.

Diverting Calls
You can customize your phone so that incoming calls from a particular party are transferred directly to a third party.

To divert incoming calls from a particular contact:

1. Press the Dir soft key.
2. Use and to scroll through the list to find the contact.
3. Pres to select the entry.
4. Press the **Edit** soft key.
5. Press repeatedly until the Divert Contact field is displayed.



6. PressPress

7. Enter the number of the party to whom you want to divert the call.
8. Press the **Ok** or **Cancel** soft keys to accept or cancel changes.
9. Scroll down to the Auto Divert field.

10. Press , and then to change between Disabled and Enabled.

11. Press the Ok or Cancel soft keys to accept or cancel changes.

12. Press repeatedly to return to the idle display.

Ending a Call

To end a call:
Do one of the following steps:
Press the **EndCall** soft key.
Replace the handset.

Press if in Hands-free Speakerphone Mode, or if in Headset Mode

Placing a call
You may dial 7, 10, 11-digit phone numbers or international phone numbers. Additionally, you my call any other 3-digit extension. You may place a call in the following ways:

- Using the handset
- Using the speakerphone
- Using the headset
- Using

- Using or

During a call, you can alternate between Handset, Headset, or Hands-Free Speakerphone modes by pressing the or keys, or picking up the handset.

Call duration on an active call is monitored through a local call timer. This is visible within the active call window on the graphic display.

To place a call using the handset:

Do the following steps in any order:
1. Pick up the handset.
2. Dial the desired number using the dial pad.

To place a call using Hands-Free Speakerphone mode:

Do one of the following steps:

1. With the handset on-hook, press Dial ,
   Line 1 , , or the **NewCall** soft key to obtain dial tone.
2. Dial the desired number using the dial pad.

   OR

   With the handset on-hook, dial the desired number using the dialpad.

   Press Dial , Line 1 , or .

To place a call using the headset

Do one of the following steps:

1. With the optional headset connected, press
   Dial , Line 1 , or the **NewCall** soft key to
   obtain dial tone.
2. Press .
3. Dial the desired number using the dial pad.
4. With the optional headset connected, dial the desired number using the dial pad.

OR

1. Press . You will hear a dial tone.
2. Enter the desired number

To place a call using the Dial key:

Do one of the following steps:

1. Press the Callers soft key to view the Receive Call list.
2. Press Dial to view the Placed Call list.

OR

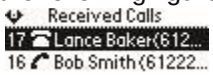
1. Use and to scroll through the list to find the contact.
2. Press Dial to complete the call.

Note	You do NOT need to dial 9 to make a phone call.

Managing Call Lists

A list of up to four current calls is maintained. You can scroll through this list using the and . Calls are ordered using the following priorities: active, alerting, then held. Calls with the same priorities are ordered oldest first. If there are no current calls, this list is empty.

Local lists of incoming - both missed and received calls - and outgoing (also known as placed) calls is maintained by the phone (up to 99 for each list). The initial view of both lists shows the list title and the first two calls in the list, where the first call is displayed in reverse video to indicate that it is currently selected. A symbol to indicate whether the call was answered or missed is shown for each entry in the incoming list. Press the Callers soft key to view the Received Calls list (shown in the following figure).



Press Dial to view the Placed Calls list (shown in the following figure).

To manage the listed calls:

- To return the call:

  Press Dial to return the call.

- To return to the previous menu:

  Press .

- To store the contact to the local contact directory:

  Press to select the entry, then press the Save soft key.

Note	Press the Info soft key to see the call information. The name is displayed. Access the other information by using the **Up** and **Down** arrow keys.

- To delete the call from list: 1. Press the Delete soft key.

2. Press repeatedly to return to the idle display.

Note	Press the Right arrow key from the idle display to access the Placed Calls list. Press the Down arrow key from the idle display to access the Received Calls list. You can use these shortcuts while placing calls or performing transferring and conferencing functions.
Note	You can manually clear the call lists. They are automatically cleared when you restart the phone.

Call Hold

To place a call on hold

When you place a call on hold, the caller will be presented with the standard phone system hold music or your custom hold music if you have uploaded hold music through the Control Panel.

During a call, press Hold. This will be indicated on the graphic display by the hold icon as the line indicator.

Press Hold again or the **Resume** soft key to resume the call.

The active audio icon (one of , , or) appears as the line indicator.

Multiple Calls on Hold

If multiple calls are on hold, use and to switch between the calls, then press the **Resume** soft key to retrieve the desired call.

Call Transfer

You can transfer calls from your Desk Phone to another Desk Phone in your office or to any other phone number outside your office. For example, if you receive a call from a coworker in the office, you can transfer that call to another coworker in the office or on his cellular phone outside the office.

A call can be transferred in one of three ways:

- Consultative transfer - The party to whom you want to transfer the call answers their phone before you transfer the call or hang up. You can consult with them before completing the transfer.
- Blind transfer - The call is automatically transferred after you dial the number of the party to whom you want to transfer the call.
- Attended transfer—The parties are automatically connected to each other after you exit the conference.

To transfer a call:

1. During a call, press **Trans** soft key. The active call is placed on hold.
2. Do one of the following steps:Do one of the following steps:

   a) Enter the number to which you want to transfer the call. A nor-mal (or consultative) transfer is assumed.
   b) Press the **Normal** soft key to access the local contact directory, corporate directory, or received callers list. Then choose either the **Dir** or **Callers** soft key. Choose the number to which you want to transfer the call.
3. As soon as the ring-back sound is heard or after the party answers, press **Trans** soft key to complete the transfer.

   You can talk privately to the party to which you are transferring the call before the transfer is completed.

   If you are using a handset, the transfer can be completed by putting the handset on the cradle.

   You can cancel the transfer before the call connects by pressing the **Cancel** soft key.

   To perform a blind transfer:

1. During a call, press the **Trans** soft key.
2. Press the **Blind** soft key.
3. Do one of the following steps:
   a) Enter the number to which you want to transfer the call.
   b) Press the **Dir** soft key to access the local contact directory, use and to access the contacts, and then press .

   c) Press the Dir soft key to access the corporate directory, search for the desired contact, and then press .

   d) Press the Callers soft key to access the Received Call list, use

and to access the contact, and then press Dial.

e) Press Dial to access the Placed Call list, use and to access the contact, and then press .

At this point, the call is connected to the number to which you are transferring them.

Transferring an external call to an external number ties up two lines. If you wish to avoid tying up two lines, please refer to

Note

	"Using Network-based Call Transfer"

Call Transfer to Voicemail

You may transfer any caller to a specific voicemail box belonging to any other user on the system.

1. During a call, press the **Trans** soft key.
2. Press the **Blind** soft key.
3. When you hear the dial tone, dial *99 plus the desired extension number
4. Your line will hang up and the extension you transferred to the desired voicemail box.

Using Network-based Call Transfer

This call transfer method is used when you want to transfer a call without tying up two lines on your phone system. It uses our network to transfer the call instead of the phone system.

1. Receive a call on your Desk Phone
2. Touch #5 to start the transfer (this will place your caller on hold)
3. At the dial tone, enter the extension or phone number you want to transfer the caller to
4. When the transfer party picks up the phone, touch #5 again.
5. All three of you will be connected.
6. Hang up and the two parties are connected (without tying up any of your lines)

Note	*If the transfer party does not pick up the phone, touch #6 to return to the original caller.*

Call Park

To Park a call

Parking a call is very similar to putting a call on hold. The key difference is, when you put a call on hold you can only retrieve the held call from the phone that put the call on hold. With Call Park, you can put a call on hold and pick it up from ANY phone within the same Call Park Group. Through the Control Panel, Call Park Groups can be creates so specific groups of phones can park calls for each other. If you do not create specific Call Park Groups, all phones are automatically assigned to the Standard Call Park Group.

To create a Call Park Group which allows specific phone to park calls for each other, login to the Control Panel and click the Groups Tab then select Call Park Groups.

To Park a Call:

1. While on a call, press the More soft key
2. Press the Park soft key
3. The phone will respond with a voice prompt such as “Call Parked on 9001”. The caller will hear hold music.
4. To pickup the parked call, anyone on any phone may dial the park number (9001 in this example) to be connected with the caller.

Note	*When a call is parked on a phone, one of the lines on that phone is used until the call is picked up by another phone.*

Paging (Intercom)

To page to all phones

Paging allows you to speak to all phones at the same time through their speaker phone. If you pick up the handset during a page, you will hear the message in the handset. Paging is used to make announcements such as “Jim, you have a visitor in the lobby” or to let people know about a parked call such as “Susan, you have a call waiting on Park 2”. Paging will only notify phones not in use or not set to DND.

To group specific phones so only they receive specific Paging calls, login to the Control Panel and click the Groups Tab then select Paging Groups.

Initiating a Page

1. Either pick up the handset or uses the speaker phone
2. Dial the Paging Group (9100 is the Standard Paging Group for all phones).
3. WAIT FOR THE TONE before speaking

4. Make your announcement which will be heard on all phones (except phones set to DND or phones in use).
5. Hang up the phone when finished

Answering a Page

1. Either pick up the handset or uses the speaker phone
2. Press the “Answer” soft key on the phone display
3. Talk directly back to the person who initiated the page

Rejecting a Page

1. To ignore a page, press the “Reject” button

Note	*NOTE- If you have a call parked or on hold, either use the down arrow, pick up the handset or press the speaker phone key before dialing the paging group number..*

Forwarding Incoming Calls

You can configure your phone so that all incoming calls are forwarded to another party (known as static forwarding). You can choose to:

- Forward all calls
- Forward calls when your phone is busy
- Forward call when you do not answer your phone **To enable call forwarding** to another party:

1. Press Menu and select **Features > Forward**.
2. 2Using and , select the forwarding type you want to change and then press . The options are:

   - **Always**—For all incoming calls
   - **No Answer**—Once all options to accept calls have been taken
   - **Busy**—When you are already in a call 3. Depending on your selection:

3. Press the check mark key to edit the contact entry. Enter the 10-digit number you wish to forward to.
4. Choose the Ok soft key.
5. Press the Left Arrow key.
6. Choose the yes soft key to save.

To disable call forwarding:

1. Press

and select **Features > Forward.**
2. (Optional) If multiple lines are configured on your phone, select the line to forward from the list using and .
3. Using and , select the forwarding type you want to change and then press the **Select** soft key.
4. Press the **Disable** soft key to turn off call forwarding.

The idle display returns and the regular icon appears as the line indicator.

Conference Calls

The Desk Phones will allow you to talk with two different people at the same time. For example, if you are on a phone call with one person and want to also talk to another person at the same time on the same call, you can join these two conversations together in a conference

To set up a conference:

1. Call the first party.
2. Press **Conf** soft key to create a new call. The active call is placed on hold.
3. You will receive a dial tone. Dial the second party.
4. When the second party answers, press the Conf soft key again to join all parties in the conference.

To split a conference call:

Press the **Split** soft key to split the conference.
Both parties will be on hold.

To set up a conference call using the Join soft key:

When you are in an active call:

Use the to go to the call on hold, then press the Join soft key.

A conference is created with the active call, the call on hold and yourself.

To end a conference call:

Press the **EndCall** soft key or hang up.
The other parties will continue to be connected.

Using Voicemail

Each phone receives a Voicemail box which can record up to 90 minutes of messaging with a maximum of 5 minutes per message. Each user can record his or her personal greeting for the voicemail box. Voicemail is automatically saved for 90 days.

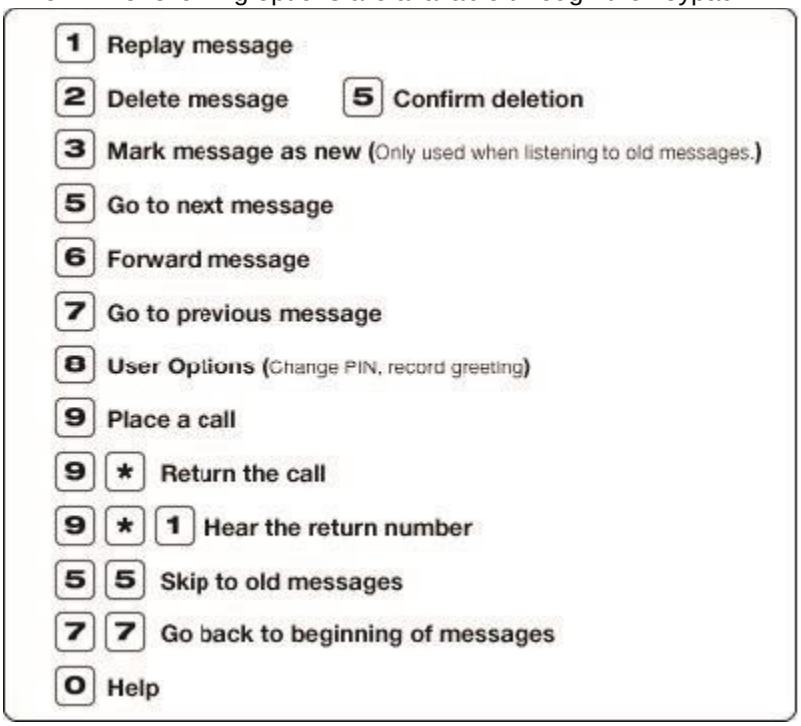
Messages can be retrieved from the Desk Phone, any other phone or through a personal website at https://cp.serverdata.net. When a message left in your voicemail box, your Desk Phone message waiting indicator will flash. Additionally, your voicemail box can send an email to alert you of the new message.

Setting up the voicemail box for the first time

1. Press the Msgs soft key
2. Press the CONNCT soft key Enter your temporary PIN when prompted (0000).
3. Follow voice prompts to record your name and unavailable greeting and change your PIN.

Retrieving messages from your Desk Phone

1. Press the Msgs soft key
2. Press the CONNCT soft key
3. The system will prompt you to enter your PIN
4. The system will then say, “You have x new and y old voicemail messages”
5. The following options are available through the keypad


1 Replay message
2 Delete message
5 Confirm deletion
3 Mark message as new (Only used when listening to old messages.)
5 Go to next message
6 Forward message
7 Go to previous message
8 User Options (Change PIN, record greeting)
9 Place a call
9 * Return the call
9 * 1 Hear the return number
5 5 Skip to old messages
7 7 Go back to beginning of messages
0 Help

Retrieving messages when you are away from the office

1. Dial your Desk Phone and allow it to ring
2. 2. When your voicemail greeting begins to play, enter your PIN over your greeting.

Returning a Call

1. While listening to a message or after listening to a message, press 9* to call that person back
2. You may return to your voicemail box WITHOUT calling back in by pressing ## after talking to the person you called back

Change your Voicemail PIN

1. Press the Msgs soft key
2. Press the CONNCT soft key
3. Enter your PIN when prompted
4. Press 8 for User Options
5. Press 7 to change your PIN
6. Enter the new 6 to 10-digit PIN when prompted.

Record a Personal Greeting via the Phone

1. Press the Msgs soft key
2. Press the CONNCT soft key or dial the phone's phone number.
3. Enter your PIN when prompted or enter your PIN over the greeting.
4. Select 8 for User Options
5. Select 1 to record your Unavailable Greeting. Follow the instructions.

Forward Voicemail Messages via the Phone

A user can forward a voicemail from his or her voicemail box to another voicemail box or group of voicemail boxes.

1. Once logged in to your voicemail box, press 1 to listen to your message(s)
2. Press 6 at anytime while listening to the message to for after the message
3. Press 1 to forward the message
4. Enter the phone number, extension number or group number to receive the message
5. Record an introduction to the message.
6. Touch * to send the message

Logging into your Voicemail Box via the Web

1. Go to http://cp.serverdata.net/voice
2. Enter your Desk Phone Number and PIN

3. Click Login

Retrieving messages via the Web

1. Once logged in, click the Play button associated with the voicemail message you wish to listen to
2. The voicemail message will play through your speakers

Forward Voicemail Messages via the Web

A user can forward a voicemail message from his or her voicemail box to another voicemail once logged into the personal website. Voicemail messages may be forwarded via email to anyone or forwarded directly into another person's voicemail box (providing they are in your company and have a Hosted PBX phone)

1. Once logged in click the Forward button associated with the voicemail message you wish to forward
2. Enter one or more email address or one or more Hosted PBX phone numbers
3. Click the Continue button
4. If you have entered email address, fill in your email address, the subject line and any message you wish to include
5. Select the delivery method: Send a link to the voicemail message or sent the voicemail message as an attachment
6. Click the Send button when finished

Voicemail Notification via Email

You may setup your voicemail box to send you an email alert whenever someone leaves you a voicemail message.

1. Go to https://cp.serverdata.net/voice
2. Enter your Desk Phone Number and PIN
3. Click Login
4. Select the Personal Info Tab at the top of the web page
5. Select the Notification button
6. Enter your email address in the space provided (you may enter multiple email addresses)
7. Select the Display Format (what the email message looks like) 8. Click Ok to save your changes

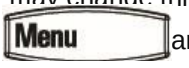
To Create a Voicemail Group

A Voicemail Group allows you to quickly forward a voicemail message to multiple other people without entering each person

individually. Voicemail groups are created through your personal website.

1. Once logged in, select the Personal Info Tab
2. Select the Group Manager button
3. Click the Create Group button
4. Assign a Group Number- used when forwarding to a group through the phone
5. Assign a Group Name
6. Add an optional description
7. Add members to the group one at a time by entering their name or phone number
8. For each member you add, determine if that person should be:
   Administrator- Able to make changes to the group
   Sender- Able to send to this group
   Recipient- Able to receive messages sent to this group
9. Click the Add button
10. Repeat step 7 through 9 as necessary to add all of the members
11. Click the Save button

Change the Amount of Time Before Voicemail Picks Up Your Voicemail box is programmed to take messages when you can't answer your phone. If you want the phone to ring more or less times, you may change this setting:

1. Press 

and select Features > Forward.

2. Using and , select the forwarding type you want to change and then press . The options are:

   • Always-For all incoming calls
   • No Answer-Once all options to accept calls have been taken
   • Busy-When you are already in a call
3. Select No Answer
4. Use the down arrow and scroll down to below "Forward After Rings:"
5. Press .
6. Use the keypad to enter a new number of rings (one ring is approximately 4seconds).
7. Press the OK softkey

Additional Call Features

Redial

The Redial function places a call to the last number dialed. To use the Redial function:

1. With the handset on the hook, press the Redial soft key Mute

The mute feature allows you to hear the other party, but they cannot hear you. To mute the handset or speakerphone during a call:

1. Press the mute key . The Mute key will light to indicate that the microphone has been muted.

Press the mute key again to re-enable the microphone.

Speed Dial list

For other frequently used numbers, you can associate them with a speed dial index.

To dial a contact associated with a speed dial index:

1. Enter the speed dial index followed by the # key using the dial pad
2. Press

or pick up the handset

Or

3. The Speed Dial list can be accessed by:

1. Pressing

2. Selecting **Features > Speed Dial.**.. or by pressing the Up arrow key from the idle screen.

When a new entry is added to the Contact Directory, it is automatically assigned the next available speed dial index and the new entry appears at the bottom of the Speed Dial list.

Assigning New Speed Dial Indexes

To add or edit a speed dial index for an existing contact:

1. Press the **Dir** soft key.

3. Press to select the entry.

2

. Use and to scroll through the list to find the contact.

4. Press the **Edit** soft key.
5. Press repeatedly until the speed dial index appears.
6. Press to select the speed dial index for edit.
7. Do one of the following steps:
   Enter the next available speed dial index.
   Delete the existing speed dial index by using the **Backspace** soft key, and then enter a new speed dial index.
8. Press the **Ok** or **Cancel** soft keys to accept or cancel changes.
9. Press repeatedly to return to the idle display.

Managing Contacts

You can enter 99 contacts in your phone's local contact directory. You can dial or search for a contact in this directory. You may beYou can dial or search for a contact in this directory. You may be able to add, edit, and delete contacts.

Adding Contacts

You can add a contact manually or from a call list or from your corporate directory.

Adding Contacts Manually

New entries to the local contact directory are added to the top of the list.

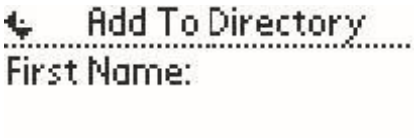
To add a contact to the local contact directory manually:

1. Press the **Dir** soft key.
2. Select the local contact directory if it does not appear automatically by pressing .
3. Press .

The Directory screen displays. **<New Entry>** displays at the top of the list.

Note	*When adding the first contact, you do not need to press the Up arrow key.*

4. Press ✓ to add a new entry.



5. Press ✓ to enter a first name.

Entry to this field is alphabetic as denoted by Abc

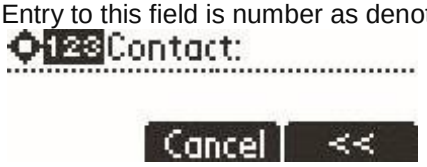
6. Enter the first name of the contact from the dial pad.

7. Press the **Ok** or **Cancel** soft keys to accept or cancel changes.

8. Press ▽ to display the next field in the contact's entry.

9. Repeat steps 4 to 8 to enter the last name of the contact.
10. Repeat steps 4 to 8 to enter a contact number.
    This is a required field and it must be unique (not already in the directory).

    Entry to this field is number as denoted by 123 .



11. Repeat steps 4 to 8 to change the Speed Dial Index if desired. It is automatically assigned to the next available index value.
12. Repeat steps 4 to 8 to change the Ring Type and Divert Contact if desired.
    These fields may be left blank.

For more information on diverting contacts, refer to Diverting Calls on page Diverting Calls.

13. Repeat steps 4 to 8 to change the Auto Reject, Auto Divert,

Use , , , o r to switch between Enabled and Disabled settings.

For more information on setting the Auto Reject field, refer to Rejecting Calls on page Rejecting Calls.

14. Press to end contact's data entry.

15. Press the **Yes** or **Cancel** soft keys to accept or cancel changes.

16. Press repeatedly to return to the idle display.

Adding Contacts From Call Lists

To add a contact to the local contact directory from a call list:

1. Do one of the following steps: **a** Press the **Callers** soft key to view the Received Calls list.

b Press to view the Placed Calls list.

2. Use and to scroll through the list to find the contact.

3. Press to select the entry.

4. (Optional) Press the **Info** soft key.

The name is displayed. The number, time and date when the call started, and call duration are accessible through use of .

5. (Optional.) Press repeatedly to select the phone number.

6. Press the **Save** soft key to save the contact in the local contact directory.

7. Press ◁

repeatedly to return to the idle display.

5. Press the **Save** soft key to save the contact in the local contact directory.

"Entry saved" appears on the graphic display. Only the first name, last name, and phone number are saved.

If the contact already exists in the contact directory, "Entry already exists" appears.

6. Press ◁ repeatedly to return to the idle display.

Editing Contacts

To edit a contact in the local contact directory:

1. Press the **Dir** soft key.
2. Select the local contact directory if it does not appear automatically by pressing the check key.
3. Use arrows up and down to scroll through the list to find the contact.
4. Use arrows up and down to scroll through the fields, then press Check key to make the desired changes.

The **Ok** soft key is not displayed until a change has been made. The **Cancel** soft key in this context will cancel the edit session for the entry and return to the screen before the **Edit** soft key was selected (see step 3).

Press ◁ and ▷ to place the cursor either at the beginning or end of the item respectively. Press ▽ to move to the next field.

Deleting Contacts

To delete a contact from the local contact directory:

1. Press the **Dir** soft key.
2. Select the local contact directory if it does not appear automatically by ✓ pressing
3. Use △ and ▽ to scroll through the list to find the contact.

4. Press ✓ to select the entry.

5. Press the **Delete** soft key.
The contact is deleted from the directory. The next entry in the directory appears.

6. Press ◁ repeatedly to return to the idle display.

Placing a Call to a Contact

Placing Calls From the Contact Directory

To place a call to a contact in the local contact directory:
1. Press the **Dir** soft key.

2. Select the local contact directory if it does not appear automatically by pressing ✓.

3. Use △ and ▽ to scroll through the list to find the contact.

4. Press Dial or lift the handset.

Searching For a Contact

Searching the Contact Directory

To search for a particular contact in the local contact directory:

1. Press the **Dir** soft key.
2. Select the local contact directory if it does not appear automatically by pressing Check key.
3. Search for a contact using the dial pad.

The first time a dial pad key is pressed, the first entry whose last name starts with a character that matches the first letter on the key

label will be retrieved. The second key press repeats the process using the second letter on the key and so on.

For example, to find the first directory entry whose last name starts with J, press the 5 key once. To find the first entry whose last name starts with R, press the 7 key three times.

Inbound Caller ID

Your phone will display the phone number and name of the caller (if available). This information is displayed on the LCD screen as the call comes in.

Directed Call Pickup

Directed Call Pickup allows you to answer a phone call which is ringing at another phone in your organization. There are three types of Directed Call Pickup:

- Directed Pickup – allows you to answer a call ringing at a specific extension
- Any Call Pickup – allows you to answer any call ringing anywhere in your organization
- Group Pickup – allows you to answer a call ringing a specific group of extensions

Directed Pickup

Directed Pickup allows you to answer a call that is ringing at a specific extension. To use Directed Pickup, when a specific extension begins to ring:

1. Pick up your HPBX phone
2. Dial *95 + the 3-digit extension of the phone you wish to answer. (i.e. *95 + 100) Press the Dial soft key to speed up the process
3. Your phone will immediately answer the call

Any Call Pickup

Any Call Pickup allows you to answer a call that is ringing anywhere within your organization, even at other physical addresses. To use Any Call Pickup:

1. Pick up your HPBX phone
2. Dial *96. Press the Dial soft key to speed up the process
3. Your phone will answer the phone call that has been ringing the longest within your organization

Group Pickup

Group Pickup allows you to answer a call ringing a phone within a specific group of phones. Your company's Call Park Groups are used to define which pickup group a specific phone belongs to. Use the Admin Portal to modify Call Park Groups. To answer a call within a specific pickup group:

1. Pick up your HPBX phone
2. Dial *97. Press the Dial soft key to speed up the process
3. The phone will answer the call in its pickup group that has been ringing the longest

Call Recording

The Call Recording feature allows you to record calls whenever you wish via the *80 command. Call Recording comes in two flavors; Automatic and On Demand. Only On Demand recording may be initiated from the desk phone.

On Demand Call Recording

On Demand call recording allows you to turn the recording of a conversation on and off at any time during a phone call. To use On Demand call recording:

1. Once making or answering a phone call, once the call has been answered by both parties, press *80. All parties in the call will hear a prompt that call recording has started.

2. If enabled, all parties of the call will also hear a beep tone every 15 seconds to indicate recording is still in progress.

3. To manually end the call, press *80 again. All parties in the call will hear a prompt that recording has stopped.

4. The call recording will also end if any of the following situations occur:

    a. The call is ended (all parties hang up)

    b. The maximum call recording limit is reached

    c. Your phone's maximum call recording storage limit is reached

Once created, the recorded phone conversation will be stored within your desk phone's voicemail web interface. To access your recordings:

1. Navigate to http://cp.serverdata.net/voice/

2. Log in with your phone number and voicemail PIN

3. Click on the Call Recordings tab to listen to and manage your recorded calls

Forward Incoming Calls

Your Desk Phone supports three types of call forwarding:

Forward all calls - Forwards all calls to the phone number of extension of your choice.

Forward when busy - Forwards all calls to voicemail when your phone is busy and cannot be changed.

Forward when unanswered - Forwards calls to voicemail when your phone is not answered and cannot be changed.

Enable All Call Forwarding

1. Press the

Menu button
2. Select Features and press the
3. Scroll to Forward and press the
4. At Always and press the
5. At Contact press the 1 time then press the Check button on Disabled
6. Press button 1 time
7. Press the OK soft key under Enabled
8. Press the Up Arrow 1 time to Forward then press the
9. Enter the Telephone Number to forward calls to then press the OK soft key
10. Press the Left Arrow button 1 time
11. Press the Yes soft key under Save

Disable Call Forwarding

1. Press the Menu button
2. Select Features and press the Check button

3. Scroll to Forward and press the Check button
4. Select Always and press the Check button
5. At Contact press the Check button
6. At Enabled press the Check button
7. Press the Left Arrow button 1 time
8. Press the OK soft key under Disabled
9. Press the Left Arrow 1 time
10. Press the Yes soft key under Save

Do Not Disturb

A Desk Phone can be set to Do Not Disturb (DND). When a phone is set to DND, any internal or external call will immediately route to that phone's voicemail box without ringing the phone.

Set DND

Press Menu and then select **Features > Do not disturb** to prevent the phone from ringing on incoming calls.

A flashing icon and text on the graphic display indicates that Do Not Disturb is on.

Calls received while Do Not Disturb is enabled are logged in the Missed Calls list..

Disable DND

To disable Do Not Disturb, press Menu and then select **Features > Do not disturb** again

Appearance of Time and Date

The time and date appears on the graphic display of the Polycom 2-Line Desk Phone.

You have control over the format of the time and date display and can turn the display of time and date off. The default time and date format appears in the following figure.

To configure the time and date:

1. Press Menu.
2. Select Settings > Basic > Preferences > Time & Date.
3. Select from **Clock Date, Clock Time, Clock Order, or Enable/Disable.**
4. Scroll through the options under each of these selections using the and .
5. Press to confirm your choice.

For example, the following figure shows Clock Time.

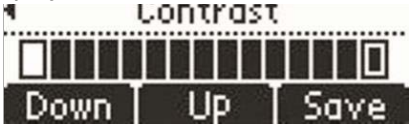
6. Press Menu or repeatedly to return to the idle display.

Display Contrast

To adjust the contrast on the display to a comfortable level:

1. Press Menu

2. Select **Settings > Basic > Contrast**.
3. Press the **Up** or **Down** soft keys to increase or decrease the display contrast.



4. Press the **Save** soft key to accept changes or to cancel changes.

5. Press Menu or repeatedly to return to the idle display.

Headset Memory Mode

This feature is especially useful for permanent or full-time headset users.

To permanently enable the Headset Memory Mode:

1. Press Menu.
2. Select Settings > Basic > Preferences > Headset > Headset Memory.
3. Use the or to select Enabled.
4. Press to confirm your choice.

5. Press Menu or repeatedly to return to the idle display.

Repeat steps 1 to 4 to select Disabled and turn Headset Memory Mode off.

To activate Headset Memory Mode:

Press Handset button twice.

Pressing Line 1 or **Answer** soft key to receive a call will now connect to the your headset automatically.

Electronic Hookswitch

This feature enables electronic hookswitch support.

For information on supported headsets to provide electronic hookswitch features for placing, answering, and ending calls, go to www. polycom.com/support/voice and enter “Headset Compatibility List” in the Knowledge Base text box or contact your system administrator.

To select a headset that supports electronic hookswitch:

1. Press Menu.
2. Select Settings > Basic > Preferences > Headset > Analog Headset Mode.
3. Use the up or down to select your headset and press the **Select** soft key.

4. Press Menu or the **Exit** soft key repeatedly to return to the idle.

Ring Type

You can select from the different ring types to have a different ring from your neighbor's phone.

To change the incoming ring to a desired sound:

1. Press Menu.
2. Select **Settings > Basic > Ring Type.**
3. Using ⏶ and ⏷ Press the Play soft key to hear the selected ring type.

, select the desired ring type.

4. Press the **Select** soft key to change to the selected ring type.
5. Press Menu or ◁ repeatedly to return to the idle display.

Note	*If you configure your phone for silent ring, press the ringing Line key or the Answer soft key to answer the call. If your handset is off hook, the call is routed to the handset. If your handset is on hook, the call is routed to the speaker.*

Language Support

Many languages are supported by the SoundPoint IP 32x/33x SIP phone.

To change the language:

1. Press Menu.

2. Select Settings > Basic > Preferences > Language.

3. Scroll through the list of available languages

4. Press ✓ to confirm your choice.

   Text that appears on the graphic display will change to the language of your choice.

5. Press Menu or idle ◁ repeatedly to return to the display.

Directory Search

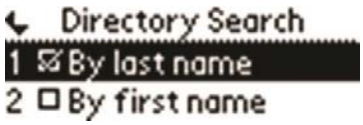
You can configure how the search of the local contact directory is performed. The local contact directory can be searched by first name or last name.

To change the directory search parameter:

1. Press Menu.

6. Select Settings > Basic > Preferences > Directory search.

1. Using △ and ▽, select the directory search parameter. Last name is the default directory search parameter.



2. Press Check key to select your choice.

3. Press the **Yes** or **Cancel** soft keys to accept or cancel changes.

Note	*Depending on the size of your local contact directory, the reconfiguration may take a few minutes.*

The phone will restart to set the new directory search mode if you pressed the **Yes** soft key.

Muting the Microphone

During a call, press . The Message Waiting Indicator turns red and a microphone on the screen indicates that the other party (or parties) cannot hear you.
Microphone Mute applies to all modes: Handset, Headset, and Hands-free Speakerphone. You can still hear all other parties while mute is enabled.

To turn off Microphone Mute, press again.

Adjusting the Volume

Press to adjust receiver volume during a call. Pressing these keys in the idle state adjusts the ringer volume.

Note	*To conform to regulatory requirements, handset and headset volume will return to a preset level after each call, but your system administrator can change this. Hands-free Speakerphone volume settings will be maintained across calls.*

5 Administrator Functions

The Administrator has the ability to make configuration changes to phones and other pieces of equipment. All changes for this phone are made through the Control Panel.

Making Changes through the Web-based Control Panel

The Control Panel allows you to manage virtually all aspects of your phone system and phone service.

From the Control Panel you may:

- Activate your phone lines
- View your Account Summary
- View your current and past invoices
- Make a change to your credit card information
- Change your Administrator Information
- View your phone numbers and extensions
- Make changes to Desk and Cordless phones including changing extension numbers, names, failover routing and 911 address
- Upload new hold music or hold messages and assign it to specific phones
- Create voicemail groups for quickly sending voicemail messages
- Create Call Park and Paging groups to segment phones by location
- View Call History for any phone
- Quickly log in to other services such as your Auto Attendant or Conferencing Number
- View your pending and filled orders

Logging In

In order to use the features of the Control Panel, first you must log in to the website. You should have received an email from us with a link to a web page that helps you create your User Name and Password.

1. Go to https://cp.serverdata.net
2. Enter your User Name in the first field
3. Enter your Password in the second field
4. Click the LOGIN button

Viewing a List of your Phone Numbers and Extensions

To view a list of all phone numbers and extensions, click the Numbers & Extensions tab within the Control Panel. You will be presented with a sortable table displaying all phone numbers, extensions, equipment and services. To view detailed information or make a change to a phone, piece of equipment or service click the associated Edit button.

Moving a Stand Alone Phone

A Stand Alone Phone is a phone that is not associated with an optional Base Unit. You may move any Stand Alone Phone to a new address providing the address is within our coverage area. Before moving the phone:

1. Click the Edit button associated with the phone you wish to move
2. Select the 911 Address tab
3. Enter the new address in the address fields provided
4. Wait for the web page to confirm that the address is within our coverage area
5. Unplug the phone and move it to the new location.

Note *Note- It is very important that this phone resides at the address shown on the screen. If you dial 911 from the phone and disconnect without giving the 911 dispatcher your address, the 911 dispatcher will send help to the address shown on the screen.*

Moving a Shared Line Phone

A Shared Line Phone is a phone that is associated with an optional Base Unit. You may move any Shared Line Phone to a new address providing the address is on the same local area network as the Base Unit (for example to a different floor or suite). You may also move all phone and the Base Unit to a new address providing the new address is within our coverage area. Before moving the phone or phone system:

1. Click the Edit button associated with the phone you wish to move
2. Select the 911 Address tab
3. Enter the new address in the address fields provided
4. Determine if you are moving one phone or all phones and equipment at that address
5. Wait for the web page to confirm that the address is within our coverage area
6. Unplug the phone and move it to the new location.

Note- It is very important that this phone resides at the address shown on the screen. If you dial 911 from the phone and disconnect without

giving the 911 dispatcher your address, the 911 dispatcher will send help to
Note *the address shown on the screen.*

Changing the Extension Number of a Phone

Each phone automatically receives an extension number. You may change the extension number of any phone or swap the extension numbers of two phones.

To change an extension number:

1. Enter the new number in the required field
2. Click the Save button.

Note *Note- You may change the extension number to any other unused 3-digit number between 100 and 899 excluding 311, 411, 511, 611, 711 and 811.*

Changing the Display Name of a Phone

By default, phones do not have display names. When you call from one phone to another phone within the phone system, the display name is shown on the screen of the called phone so that person knows who is calling.

To add a display name to a phone:

1. Enter the name in the required fields
2. Click the Save button.

Changing the Time Zone of a Phone

Each Stand Alone phone can have a different Time Zone. All shared line phones share the same Time Zone. The Time Zone controls the time displayed on the phone screen and the time stamp on the phone's call log. To change the Time Zone:

1. Select a new Time Zone from the list
2. Click the Save button

Changing the Outbound Caller ID of a Phone

The Outbound Caller ID is the phone number that is presented to other phones when you place a call from a phone. Each phone can have a unique Outbound Caller ID, all phones can have the same Outbound Caller ID or you can choose any Outbound Caller ID for any phone.

To change the Outbound Caller ID:

1. Select between:

- The phone number assigned to the phone
- Any other phone number assigned to your company
- Block Outbound Caller ID from the phone

2. Click the Save button

Note: Changes to the Outbound Caller ID may take up 10 minutes to process. **Note**

Changing the Failover Routing of a Phone

Failover Routing allows the phone to be automatically forwarded to another phone number in the event of a phone network, power or local network outage.

To change the Failover Routing:

1. Select between:
    - Sending calls to the phone's voicemail box
    - Any other phone number such as a cell phone2. Click the Save button

Viewing Call History for a Phone

Use this page to view all inbound and outbound calls for this Phone.

Select the timeframe and method of viewing by clicking the month within the appropriate column:

- View - Will display your call history within your browser window
- Downloadable File - Will provide a "CSV" downloadable file that you may load into spreadsheet programs

Control Panel Additional Features:

For the following features, please refer to the Control Panel Reference Guide:

- Viewing a list of your phone lines
- Viewing a list of all your phone equipment
- Using your own Hold Music
- Creating Call Park Groups
- Creating Paging Groups
- Creating company-wide Voicemail Distribution Groups
- Viewing your invoice
- Viewing and changing your credit card information
- Viewing your Order History